

CAMI
AEROSPACE HUMAN FACTORS RESEARCH DIVISION
PERFORMANCE WORK STATEMENT
FOR
HUMAN FACTORS RESEARCH SUPPORT SERVICES

1.0 BACKGROUND

The Aerospace Human Factors Research Division (AAM-500) is located at the Civil Aerospace Medical Institute (CAMI), Mike Monroney Aeronautical Center. AAM-500 conducts research that focuses on improving individual and system performance, efficiency, and safety. The Flight Deck Human Factors Research Laboratory (AAM-510) investigates causal factors associated with aviation accidents and issues involving the design, operation, and maintenance of flight deck equipment in the NAS. The NAS Human Factors Safety Research Laboratory (AAM-520) conducts an integrated program of research on the relationship of factors concerning individuals, work groups, and organizations as employees perform their jobs. Their research is focused on improved person-job fit through selection, training, and changes to technology. The labs conduct some studies using research simulators that allow them to present experimental scenarios to pilots and air traffic controllers to assess their workload, performance, situation awareness, etc, under controlled conditions. Furthermore, research is sometimes conducted at operational worksites, with the focus being on field studies and observations. The Aerospace Human Factors Research Division contributes to the mission of the Civil Aerospace Medical Institute, which includes aerospace safety, certification, education, aeromedical and human factors research, occupational and health services.

2.0. REQUIREMENT OBJECTIVE:

To acquire research services to assist the Aerospace Human Factors Research Division with technical and subject matter support necessary to complete milestones on assigned research tasks.

3.0 SCOPE OF REQUIREMENTS:

CAMI Aerospace Human Factors Research Division requires support services to assist in research. The anticipated tasks will be associated with conditions of the FAA ATC facilities and personnel. Therefore knowledge of ATC operational procedures, roles and responsibilities of ATC operational personnel, and ATC standard phraseology, and knowledge of Aviation Industries critical events (e.g., Operational Error, Deviation, Aircraft Accidents, and Runway Incursions) is required. The support includes database development and maintenance; software development and maintenance; administration, and analysis of surveys; administration of tests; and support and analysis of laboratory and field experiments including data analysis. Additional support includes providing subject matter expertise, as needed, in aviation-related occupations. A Program Manager shall be designated to manage and supervise of all contract personnel (including subject matter experts) who are assigned to complete tasks issued within the scope of the requirements. The research will require ability to perform and interpret statistical analyses (e.g., Correlations, t-tests, Analysis of Variance, Reliability and Factor Analysis), knowledge of statistical software, and expertise in Microsoft Window's application software (e.g., Word, Access, Excel, and PowerPoint) is required.

3.1 PROJECTED TASKS

The list below identifies the historical tasked services that support AAM-500 Research Division, and projects that are conducted by AAM-500 government personnel. Not all research will be conducted by contract support. New tasks may generate within the scope of the AAM-500 Human Factors Research Division, and may require a level of support similar to the labor categories and qualifications described herein. Any changes in labor (not specified in this statement of work) must be negotiated between the CO and Contractor and incorporated by Contract Modification.

Air Traffic Human Factors project support:

- ☐ Data base creation and maintenance
- ☐ Software development, testing
- ☐ Survey construction, distribution, data collection, analysis
- ☐ Data processing and statistical analyses
- ☐ Support of laboratory experiments
- ☐ Support of field studies
- ☐ Equipment calibration
- ☐ Subject-matter expert support (air traffic controllers)

FY11 research projects:

- ☐ Longitudinal validation of ATC selection instruments
- ☐ Evaluation of ATCS biographical data and interview selection procedures
- ☐ Concurrent validation of AT-SAT for placement (CoVATCH)
- ☐ Develop new practical color vision tests for ATCS applicants
- ☐ Tower external visual requirements
- ☐ Development of methods to assess applicant temperament and emotional stability
- ☐ Dynamic Comprehension: Time on position and mental fatigue
- ☐ Strategic Job Analysis: Selecting the controller of the future
- ☐ Safety risk assessment analysis
- ☐ Development and support of HF ConOps
- ☐ Selection research for Technical Operations personnel
- ☐ Update the ATSS job task analysis
- ☐ OCC Roadmap to 2014
- ☐ Evaluate Utility of the Air Traffic Front Line Manager Quick Reference Guides

Flight Deck Human Factors project support:

- ☐ Support in creating templates that will be used as data collection forms
- ☐ Database creation, maintenance, and statistical analyses
- ☐ Conducting research literature reviews
- ☐ Electronic Primary and Multi-function Flight Displays for GA; Certification criteria and usability assessments
- ☐ Weather Displays
- ☐ General Aviation Simulation Research
- ☐ Human Factors Research Requirements for Unmanned Aerial Vehicles/Unmanned Aircraft
- ☐ General aviation accidents: Causes and Remediation
- ☐ The effects of manipulations of access to and instruction concerning the use of cockpit display of weather information on collaborative decision-making
- ☐ Expanded Shiftwork and Fatigue Assessment for Aircraft Maintenance
- ☐ Usability of Color-Coded Light-emitting Diodes (LEDs) by Pilots with Color Vision

Waivers

- ☐ Effective Intensity of Flashing LED Lights
- ☐ Monitoring Pilot and Designee Perceptions of FAA Aerospace Medical Services
- ☐ Communications between pilots and controllers and system performance research
- ☐ Flight Deck Human Factors Projects
- ☐ Synthetic Vision for Primary Flight and Multifunction Displays
- ☐ Very Light Jet (VLJ) Single-Pilot Workload Assessment
- ☐ Assessment of Flight Attendant Fatigue
- ☐ Provide subjects and pay them for participating in studies conducted by AAM-500

4.0 DEFINITIONS

- ☐ Contracting Officer (CO) - Authorized Government official responsible for contract revisions, and funds obligation.
- ☐ Contracting Officers' Technical Representative (COTR) - Delegated representative for the Contracting Officer by designation.
- ☐ Full Time Equivalent (FTE) - The number of labor hours projected for a person during each year.
- ☐ Subject Matter Experts (SME): Candidates who have extensive expertise in a particular subject area and experience providing advice on the development of materials/scenarios to support research projects.

5.0 GOVERNMENT RESPONSIBILITIES(IAW 3.13-10)

AAM-500 shall provide the necessary office space, office furniture, and supplies necessary to accomplish the requirements named herein. The Government, at their discretion, may provide to the assigned support personnel training required for the performance of the task designated by Delivery Order. Any training designated by the government shall be provided at no cost to the Contractor

6.0 PERIOD OF PERFORMANCE:

The Contract services are anticipated for a period of five (5) years, consisting of the base year and four (4) one-year options, if exercised. The period of performance required for each task will be identified in the Task Performance Work Statement (TPWS) and shall be agreed upon by negotiation prior to issuance of the Delivery Order.

7.0 PLACE OF PERFORMANCE:

Services will be performed at the Civil Aerospace Medical Institute in the offices of the Aerospace Human Factors Research Division (AAM-500), 6500 South MacArthur Blvd., Oklahoma City, Oklahoma, 73069. Travel may be required to alternate sites.

8.0 WORK HOURS

The 8-hour day will normally begin no earlier than 6:00 A.M. and end no later than 6:00 P.M. Non-routine work hours and off-site travel may be required for research study data collection support or to attend specialized meetings and is subject to prior approval and authorization.

Adverse weather conditions or other emergencies may require the closure of the FAA Aeronautical Center CAMI. In most cases, no activity is expected under this contract during

periods of CAMI closure and/or early dismissal, nor will any such activity be permitted during these periods without prior authorization from the CO, or the COTR (IAW contract Section F.1 Place of Performance)

8.1 OBSERVANCE OF FEDERAL HOLIDAYS

No activity is anticipated under this contract on holidays recognized by the FAA. In the event such activity is required, the contractor will be notified by the CO, or the COTR, and will be provided as much advance notice of the requirement as practicable. Absent such requirements, holiday activities will not be permitted without prior authorization from the CO, or the COTR. A list of the designated U.S. Federal holidays as of the date of this document is as follows:

New Year's Day
Martin Luther King, Jr. Birthday
President's Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans Day
Thanksgiving Day
Christmas Day

9.0 PERFORMANCE REQUIREMENTS

Requirements for performance will be issued via delivery order. When requirements generate within the scope of this PWS the FAA CAMI Contracting Officer or designated Contracting Officer's Technical Representative (COTR) will coordinate the tasks with the designated Program Manager. The Program Manager will review the Task Performance Work Statement (TPWS) and submit the proposed approach to performance, schedule, and assignment of labor and related estimate (if applicable) based upon established contract labor rates. The response shall be submitted to the FAA COTR within three days. The proposed approach to tasked requirements is subject to discussion and mutual agreement between the CO or Designated Representative and the Contract Program Manager. ***The FAA reserves the right to review qualifications for each labor category and/or SME proposed for assignment to specific tasks, and agree that the proposed SME meets the qualifications described herein. Upon mutual agreement of the task order, FAA concurrence shall be acknowledged by agreement and performance authorized by funding of the delivery order.***

Any FAA regulations or guidance specific designated for AAM-500 operations shall be identified in the task requirement and made accessible to the Contractor for performance. These specific requirements may include policy, procedure, or familiarization with established databases, survey and research protocol, or customized computer software.

It is essential to the Government that services currently being performed are continued without interruption, and at the conclusion of any performance period, including option periods or extensions, the services provided under this contract may be concluded. It is imperative that transition of phase in or phase out be accomplished in a well-planned, orderly and efficient manner

9.1 PROGRAM MANAGEMENT

The Program Manager shall be responsible for supervision of all contract employees assigned to the Tasked requirements, performs the duties of a Research Assistant, and other administration associated with the tasked research support. The Program Manager shall be provided adequate work space on-site (CAMI) for supervision, and performance of the tasks. Program Manager shall:

- ☐ Implement all tasks including Phase-in Plan, and all Phase Out activities as defined.
- ☐ ensure compliance with AAM-500 task objectives identified in the TPWS
- ☐ ensure compliance with the contract provisions
- ☐ monitor performance
- ☐ coordinate with the FAA and provide written reports/documentation
- ☐ implement the quality control plan to ensure accuracy and completeness of tasked services.
- ☐ ensure deliverables and reports are received as scheduled

All Full Time Equivalents (FTEs) are key personnel and shall not be substituted without FAA coordination. The FTEs shall provided annual support IAW task performance work statement (TPWS) coordinated between the CO and the contractor. Invoices shall be accompanied by status reports to summarize progress and acceptable performance.

The FAA CO or designated COTR shall notify the contractor in writing any time the contract services fail to meet the specified requirements of the contract, delivery order or PWS. The Program Manager shall implement corrective action when deficiencies are cited by the government and summarize in the monthly status reports.

9.2 PROJECTED LABOR CATEGORIES

It is expected that the contract services will have knowledge of FAA ATC facilities, how they operate, types of personnel, roles and responsibilities of ATC operational personnel, ATC standard phraseology, and knowledge of critical incident events (e.g., Operational Errors, Deviation, Aircraft Accidents, and Runway Incursions). The anticipated labor categories for the requirements described herein are listed below.

- ☐ Project Manager
- ☐ Industrial Psychologist
- ☐ Research Assistant
- ☐ Research Technician
- ☐ Senior Computer Programmer (IV)
- ☐ Computer Programmer II
- ☐ General Clerk III
- ☐ Subject Matter Experts (SME) Air Traffic Control
- ☐ Subject Matter Experts (SME) Pilot
- ☐ Subject Matter Experts (SME) Airframe and Power Plant (A&P)III

9.3. TRAVEL

Travel may be requested to FAA locations such as the William J. Hughes Technical Center (Atlantic City, NJ), FAA Headquarters (Washington, DC), NASA (primarily NASA Ames Research Center, CA), and FAA field facilities (such as, but not limited to DFW, ATL, DTW,

MEM).

9.4 REPORTING:

Upon completion of the task the Contractor shall submit the final report for the task. Additionally, a monthly report shall be submitted with each invoice. Invoicing procedures are defined in the contract. The monthly report shall include status for all tasks in progress, identify hours incurred, associated labor, cost of hourly labor incurred, FAA security requirements (as applicable), any travel expenses authorized and incurred (if any) during the month, problem areas, deficiencies and the associated resolution. The report shall also identify the projected labor and cost to complete the task and obligated funds available on the order. The FAA CO or COTR will review the report/and or required deliverables for compliance with the contract for acceptance. Correction to the report or verification of hours incurred may be required prior to acceptance. Acceptance shall be acknowledged by signature of the COTR on the contract invoice.

10. QUALIFICATIONS AND DUTIES FOR LABOR

10.1. Project Manager

The Project Manager will be responsible for supervision of all assigned personnel to ensure the competent and timely performance of all tasks described in this statement of work. Coordinates contract research activities with the Aerospace Human Factors Research Division's principle investigators and managers regarding particular task assignments as described in the statement of work. Directs, organizes and manages the work activities of all contract personnel to ensure the accuracy and timely completion all tasks. Establishes, maintains and manages a quality assurance program to ensure the accuracy and completeness of all task products. The Project Manager will provide reports and summaries of contract progress for all assignments to the CO or designated Contracting Officer's Technical Representative (COTR). The Program manager must have experience managing the production of research (databases, reports, surveys, and other research tools) for concurrent research projects. The Project Manager may also perform research. Approximately 55% of the Project Managers' time will be spent doing research.

Education Requirements: Requires a master's degree or equivalent experience in a behavioral science discipline.

Required Experience:

- ☐ Experience in conducting research using subject matter experts to produce databases, reports and other research tools as required by the research objective.
- ☐ Experience using and HFACS to categorize errors in human performance leading to ATC operational errors and aviation accidents are preferred.
- ☐ Experience performing mid to high level tasks associated with survey research (e.g., instrument design survey distribution, database management, report design, technical reports and data analyses) is required.

- ❑ Experience working on mid to large-scale surveys (3,000 - 50,000 respondents) is required. Experience performing mid to high level tasks associated with human factors research (e.g., experimental design, conducting experiments, traveling to collect data., interviewing participants, developing experimental protocols, database management, report design, technical reports and data analyses) is required.
- ❑ Experience using human factors taxonomies to categorize human performance is required. Expertise in Microsoft Windows application software (e.g., Word, Access, Excel) and SPSS is required. Experience using Reference Manager software.

10.2 Research Assistant

The Research Assistant will write, execute, and modify SPSS programs for statistical analyses of human factors experiments and survey research. Writes, edit, and proofread technical reports, journal articles and presentations. The Research Assistant creates data and summary reports using inferential and descriptive statistics, creates and edits survey content, develops coding systems for qualitative data, prepares charts, graphs, and diagrams to support statistical analyses, develops data collection protocols for survey and experimental research projects, develops procedures for distributing, surveys/tests, and administering experiments, organizes data collection procedures, designs and formats surveys using word processing and survey software and conducts reviews of the behavioral science research literature.

Education Requirements: Requires a master's degree or equivalent experience in a behavioral science discipline.

Required Experience:

- ❑ Performing mid to high level tasks associated with survey research (e.g., instrument design, survey distribution, database management, report design, technical reports and data analyses), and experience working on mid to large-scale surveys (3,000 - 50,000 respondents) is required.
- ❑ Experience performing mid to high level tasks associated with human factors research (e.g., experimental design, conducting experiments, traveling to collect data, interviewing participants, developing experimental protocols, database management, report design, technical reports and data analyses) is required.
- ❑ Experience using human factors taxonomies to categorize human performance is required.
- ❑ Expertise in Microsoft Windows application software (e.g., Word, Access, Excel, and PowerPoint) and SPSS is required. Requires a master's degree or equivalent experience in a behavioral science discipline.

10.3 Industrial Research Psychologist

The Research Psychologist will conduct applied research related to aviation or air traffic control and conduct strategic job analysis.

Education Requirements: MA in General Experimental, cognitive, quantitative, Industrial/Organizational (I/O), social, educational, applied psychology or Human factors psychology/engineering.

- ❑ Experience Requirements: Knowledge of theory and methods used to conduct research in general experimental, cognitive, quantitative, industrial/organizational (i/o), social, educational, or applied psychology, or human factors psychology/engineering.
- ❑ Experience in conducting, independently, at least two research projects related to job task analysis
- ❑ Two technical reports related to job task analysis.
- ❑ Minimum of five years of experience working in a public or private setting conducting research related to applied psychology or human factors psychology/engineering.

10.4. Senior Computer Programmer

Develops and codes computer subroutines, ranging in nature from simple to complex, and integrates subroutines written in different languages into a complex program. Writes computer programs to build large data files and extracts data from existing magnetic tape or disk files for research purposes. Writes general purpose and scientific programs using machine level or higher level programming languages and software associated with currently installed computer hardware for a Windows XP/Windows 7 network. The Computer Programmer will be responsible for insuring that software programming is completely reliable and compatible with existing software and hardware, designs data collection, extraction, and analysis tools for human factors research projects.

Education Required: Bachelors Degree in Computer Science, or a Bachelors Degree in mathematics or one of the physical sciences with a minor in Computer Science.

Required Experience:

- ❑ Experience in Microsoft Window's application software (e.g., Word, Access, Excel, and PowerPoint) and SPSS (or SAS) is required. Experience in Microsoft FrontPage or other web development tools/software is required. Experience programming in Windows XP and Linux).
- ❑ Experience and knowledge of structured programming and techniques for scientific programming, interaction of hardware/software, data management systems, graphics and statistical analysis software, and with programming languages (C, C++, Visual C++.net, Visual Basic.net, and Visual Studio 2008) is required.

- ❑ Experience managing complex and dynamic relational databases (e.g., maintaining, updating merging, data verification and extracting of data).
- ❑ VB.NET: 5 years experience, MS SQL Server: 5 years experience, ASP.NET: 5 years experience, Visual Studio.net: 5 years experience, experience developing, testing, and deploying a web based application, experience with MS SQL Server reporting services.

10.5 Computer Programmer

Develops and codes computer subroutines, ranging in nature from simple to complex, and integrates subroutines written in different languages into a complex program. Writes computer programs to build large data files and extracts data from existing magnetic tape or disk files for research purposes. Writes general purpose and scientific programs using machine level or higher level programming languages and software associated with currently installed computer hardware for a Windows XP/Windows 7 network. The Computer Programmer will be responsible for insuring that software programming is completely reliable and compatible with existing software and hardware, designs data collection, extraction, and analysis tools for human factors research projects.

Education Required: Bachelors Degree in Computer Science, or a Bachelors Degree in mathematics or one of the physical sciences with a minor in Computer Science.

Required Experience:

- ❑ Experience in Microsoft Window's application software (e.g., Word, Access, Excel, and PowerPoint) and SPSS (or SAS) is required. Experience in Microsoft FrontPage or other web development tools/software is required. Experience programming in Windows XP).
- ❑ Experience and knowledge of structured programming and techniques for scientific programming, interaction of hardware/software, data management systems, graphics and statistical analysis software, and with programming languages (C, C++, Visual C++, Visual Basic.net, and Visual Studio 2008) is required.

10.6 Research Technician

The Research technician will write, execute, and modify SPSS syntax: or other automated programs for data cleaning; writes SPSS syntax to format data files; creates and checks charts, graphs, and diagrams to support statistical analyses; ensures the accuracy and completeness of research data. This will include coordinating data collection with subject matter experts, Coding qualitative data, documenting data collection and data verification procedures, administering experimental protocol, performing data collection procedures, verifying information on survey and experimental results, typing and proofing documents and materials. The Research Technician may perform other survey/testing duties as required assisting in the research efforts of the Human Resource Research Division

Education Requirements: Requires a bachelor's degree in a behavioral science discipline.

Required Experience:

- ❑ Performing mid level tasks associated with survey research (e.g., survey distribution, data collection, database management) and working on raid-scale surveys (1,000 - 3,000 respondents), and large-scale surveys.
- ❑ Experience performing mid level tasks associated with human factors research (e.g., conducting experiments, collecting data, interviewing participants, and database management).
- ❑ Experience using research taxonomies to categorize human performance is required.
- ❑ Experience in Microsoft Window's application software (e.g., Word, Access, Excel, and PowerPoint) and SPSS (or SAS) is required.

10.7 General Clerk III

The Clerk will transcribes air traffic control communications from voice, tapes, manually enter data into personal computer or minicomputer system using customize data entry programs, performs quality assurance checks on data reports, prepares surveys/tests for optical scanning, Scans surveys/tests. The clerk may prepare surveys, collect, prepare and assemble other documents purposes. The clerk may examines data records, assign entry codes, and verify data fields to identify records with missing data and obtain missing data following prescribed protocol (i.e., making phone calls, writing memos, talking to people and referring to documents or by emailing them). The contractor should always identify themselves as supporting an FAA office or program: **T3.8.2 Service Contracting. Contractor Identification.** Contractors providing support services for FAA, as defined in this Section, must identify themselves as supporting an FAA office or program when there is any reasonable question regarding their status. This identification must be in all forms of support-related communication including meetings and teleconferences, individual phone calls, and email. For example, in meetings where everyone is introducing themselves or when making or receiving calls though the FAA telephone system, such contractors must identify themselves as contract support. At meetings where there is a "sign-in" sheet or similar roster, contractors must identify themselves as contract support. Similarly, the signature block of support contractor personnel using the FAA email system (in addition to the "ctr" in the email address) must identify the individual as a support contractor. Such identification will reduce the potential for appearances of an employer-employee relationship between FAA and its contract support personnel. FAA program managers, COTRs, and contracting personnel are responsible for ensuring compliance with this requirement as part of the administration of individual support contracts. The duties include typing and proofing documents, management of incoming mail (opening and stamping date of arrival), converting, copying, filing, and shredding of documents.

Education Requirements: High School Diploma or equivalent.

Required Experience:

- ☐ Experience working with surveys, applications and forms (e.g., distribution, data collection, data entry and transcription) is required.
- ☐ Experience in Microsoft Window's application software (e.g., Word, Access, Excel, and PowerPoint) and SPSS (or SAS).

10.8 Air-Traffic Control (ATC) Subject Matter Experts (SME)

The ATC SME will Provides input for the development of research tools required to assist in the research efforts of the Aerospace Human Factors Research Division, reviews existing research and data collection products. participates in studies using various research tools, simulators and devices, codes and analyses aviation incidents, accidents and situational data, and coordinate with other subject matter experts in the field. The ATC SME will provide subject matter consultation to principle investigator. The specific knowledge, skills, and abilities required are defined by the needs of a given research program. The type of research ranges from designing and optimizing job selection, training and performance criteria to participating in human factors research studies, and the development of Air Traffic Control simulations.

Education Requirements: None

Required Experience:

- ☐ At least 10 year experience as Air Traffic controller (center or terminal), supervisor, manager, and instructor.

10.8 Pilot Subject Matter Experts (SME)

The Pilot SME provides input for the development of research tools required to assist in the research efforts of the Aerospace Human Factors Research Division, reviews existing research and data collection products, participates in studies using various research tools, simulators and devices codes and analyses aviation incidents, accidents and situational data, provides coordination with other subject matter experts in the field, provides subject matter consultation to principle investigator. The specific knowledge, skills, and abilities required are defined by the needs of a given research program. The type of research ranges from designing and optimizing job selection, training and performance criteria to participating in human factors research studies, and the development of flight simulation protocols.

Education Requirements: NONE

Required Experience:

- ☐ At least 1500 flight hours logged as a GA or commercial pilot. Various research

projects require input from experienced pilots.

10.9 A&P: Subject Matter Expert:

The A & P SME will provides input for the development of research tools required to assist in the research efforts of the Aerospace Human Factors Research Division, reviews existing research and data collection products, participate in studies using various research tools, simulators and devices, codes and analyze aviation incidents, accidents and situational data. The A & P SME will provide coordination with other subject matter experts in the field, and provide subject matter consultation to principle investigator. Various research projects require input from experienced maintenance personnel and mechanics. The specific knowledge, skills, and abilities are defined by the needs of a given research program. The type of research ranges from designing and optimizing job selection, training and performance criteria to participating in human factors research studies, and the development of flight simulation protocols.

Education Requirements: NONE

Experience Requirements: At least 10 years experience as an A&P certified mechanic.

3.1-1

Clauses and Provisions Incorporated by reference (December 2005)

This screening information request (SIR) or contract, as applicable, incorporates by reference the provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at:
<http://conwrite.faa.gov> (on this web page, select "Search and View Clauses").

3.2.2.3-3

Affiliated Offerors (July 2004)

3.2.5-7

Disclosure Regarding Payments to Influence Certain Federal Transactions (June 1999)

3.6.2.5

Certification of Non-segregated Facilities (April 1996)

PART IV - SECTION L INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 INFORMATION AND CONSIDERATIONS AFFECTING OFFEROR PROPOSAL SUBMISSIONS

(a) This requirement is being set aside for competition among *Small Socially and Economically Disadvantaged (SEDB) Section (8a) business vendors* that meet the size standard shown in Section K. Vendors must provide their Small Business Administration (SBA) certification letter with their proposal to be eligible for award. This (8a certification) letter must show the company/corporate address, date of issue for the letter must be prior to release date of SIR/Solicitation. Offerors without 8a certification shall be determined unacceptable and shall be removed from further consideration for award.

(b) The acquisition will involve the use of streamlined acquisition procedures employing best practices for competitive negotiated procurements as authorized by the Federal Aviation Administration Acquisition Management System (AMS) of 1997.

(c) Complete written proposal submissions are required.

(d) The Evaluation process will be conducted based upon the proposal documentation submitted as representation for your company, to include the certifications, SIR, Technical Proposal, and Price Proposal provided in response to the SIR and Performance Work Statement requirements.

(e) Evaluations involved will permit the FAA to select an offeror that is determined to be technically acceptable (satisfactory) and low price among acceptable offerors. Past Performance will be evaluated to assess risk and will be considered in the overall evaluation as a confidence factor. Additional instructions are provided in Sections L and M.

(f) Specific attention is invited to AMS paragraph 3.2.2.3.1.2.2. Communications with Offerors. The FAA may communicate with one or more offerors at any time during the SIR process. Communications with one offeror does not necessitate communications with other offerors, since communications will be offeror-specific. Information that is determined to have common application and not considered prejudicial to offerors will be communicated to all offerors.

(e) This document constitutes a formal SIR for which an award may be made without further discussions/ negotiations. Offerors are to consider all terms and conditions contained in the formal SIR in preparation of the proposals set forth herein.

L.2 INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS

PART I — WRITTEN DOCUMENTATION

(a) Submit your Offer in accordance with the information identified as set forth in Table 1 below. The data submitted should be complete, concise and relevant to the requirements of the SIR/RFO and is required in the format outlined below.

(b) The titles and contents of the volumes should be as defined in Table 1 of this document along with the required number of copies.

Table 1. Proposal Organization

<u>Volume</u>	<u>Title</u>	<u>Copies</u>	<u>Page Limit</u>
I	SIR Documentation	1	54 (return a signed copy of the SIR with <u>all</u> pages)
II	Technical Proposal	4	30
III	Price Proposal	1	20 and 1 (CD)

(c) Common items for each volume are:

- (1) Margins. No smaller than one (1) inch around the perimeter of each sheet of paper.
- (2) Single or double spacing (Offeror's option)
- (3) Font: Times New Roman, no smaller than 11 point.

L.3 Contract Documentation — Volume I. This volume will provide information to the FAA for preparing the contract document and supporting file. Offerors must complete Section A, Solicitation, Offer and Award (SF33), blocks 12 through 18; Section B, Supplies or Services and Prices/Costs; and, Section K, Representations and Certifications, with all required information and signatures. Completion of these documents indicates that the Offeror has read and agrees to the terms and conditions contained in SIR Sections A through K. The FAA may consider Offerors who take exception to the terms and conditions of SIR Sections A through K to be ineligible for award, and such Offerors may not be given the opportunity to revise their offers. Return a completed, signed, copy of the complete SIR which includes all Section A, through M.

1. The Offeror may submit questions, exceptions, or request for amendment prior to the SIR close date response. Alternate proposals may be submitted with your response but may not be evaluated by the government. Content is more important than quantity.

L.4 Technical Information — Volume II. The offeror should submit a technical proposal consisting of documentation that represents the capability to perform the requirements defined in the PWS. All factors are equally important and each factor/subfactor must be addressed as requested in sufficient detail (logical and clear) to enable the evaluators to arrive at a sound determination that the capability exists to meet the PWS requirements. Paraphrasing the SOW requirements, or parts thereof, are considered insufficient (i.e. phrases, such as "standard procedures will be employed" or well-known techniques will be used, etc., are considered insufficient).

1. A technical response that does not meet the definition(s) defined in Section M. 2 will be considered unsatisfactory. The technical factors are:

- ☐ FACTOR 1: TECHNICAL CAPABILITY
- ☐ FACTOR 2: UNDERSTANDING THE PWS REQUIREMENTS AND STAFFING
- ☐ FACTOR 3: PROJECT MANAGEMENT AND QUALITY CONTROL

2. A "satisfactory rating must be received for each factor/subfactor to be considered as acceptable rating for the "Technical Proposal. Failure to submit a "technical proposal" that is determined to be "acceptable" will eliminate the offeror's from further evaluation (cost, and/or past performance consideration) and from award

L.5 Cost/Price Information — Volume III. The proposal shall provide rates and estimate the total dollars for each CLIN based upon the FAA estimated hours for each labor category. The travel estimate is provided by the FAA. The Offeror's proposal shall provide a narrative of cost/price information in sufficient detail to support the Offeror's estimated Fixed Hourly Rate (FHR) and estimated price(s). Each Offeror shall, as a minimum, break out cost associated with each Contract Line Item (CLIN), totals for the base year and each option year, and provide information on basis or development of the unit price (Fixed Hourly Rate). Cost/price information shall provide visibility of rates/costs applicable to each CLIN. When establishing composite hourly rates for professional employees, offerors should keep in mind AMS Provisions 3.6.2-15 entitled "Evaluation of Compensation for Professional Employees" found in Section M. A Standard Form 1411 is not required with the initial proposal but may be requested by the Contracting Officer.

1. The Offeror's CD shall, as a minimum, break out cost associated with each Contract Line Item (CLIN), totals for the base year and each option year, and provide information on basis or development of the unit price (Fixed Hourly Rate). Cost/price information shall provide visibility of the calculations utilized to derive the proposed rates/costs applicable to each CLIN. In addition to the number of pages set forth in Table 1 above, the offeror may include supporting documentation (DOL, market info, material quotes, price lists etc.) used to develop the proposed cost/price information (if applicable).
2. Specific rates will be considered proprietary to the vendor and shall not be released under Freedom of Information if marked proprietary. Failure to provide this rate information with the proposal shall make the proposal unacceptable and shall be removed from further consideration for award

L.6 Past Performance

References are requested as part of the technical proposal. The burden of providing complete reference information (contact information and identification of work) and experience rests with the offeror. The FAA will issue Past Performance Surveys to the references provided in the offeror's technical proposal, and the references will be asked to rate the offeror's performance in accordance with the IAW the following rating scale below. The results of the responses will be assessed a risk factor, **which will be ranked and considered in the award decision when the lowest total price among two or more offers is equal.**

- ☐ Exceptional — Offeror's performance considerably surpassed minimum requirements of the contract.
- ☐ Highly Acceptable — Offeror's performance exceeded minimum requirements of the contract.
- ☐ Acceptable — Offeror's performance met and/or surpassed the minimum requirements.
- ☐ Marginally Acceptable — Offeror's performance was less than minimum requirements.

L.7 PROPOSAL ACCEPTANCE

- (a) Only one proposal from each Offeror shall be considered.
- (b) The FAA reserves the right to consider as acceptable only those proposals submitted in accordance with the requirements set forth in the SIR/RFO which demonstrate an understanding of the complexity and scope of the requirements.
- (c) The FAA further reserves the right to reject, as unacceptable, proposals deleting or altering technical requirements.

L.8 DISPOSITION OF UNSUCCESSFUL PROPOSALS

Proposals from unsuccessful offerors will not be returned to the offeror. Proposal originals will be retained in the contract file. All other copies will be destroyed by the Contracting Officer.

L.9 COST INFORMATION (JAN 1997)

CLA.0169

Offerors are requested to submit with their offer, in support of their price, man-hours, material costs, and any other recurring or non-recurring cost that will significantly affect price, together with supporting information (i.e., vendor catalog prices, copies of actual vendor quotations received, etc.

L. 10 REQUEST FOR MODIFICATION OF CONTRACT TERMS AND CONDITIONS (JAN 1997)

CLA.4533

Offeror's are hereby notified that the terms and conditions of this SIR shall be changed only through formal amendment(s) issued by the Contracting Officer. If an Offeror takes issue with the terms and conditions contained herein, the Offeror shall submit a Request for Modification of Terms and Conditions under separate attachment to their proposal. This request should be in Offeror's format, on Offeror's letterhead, signed by

an officer of the company with authority to bind the Offeror. The request must include documentation that fully highlights the Offeror's proposed changes and must be specific as to the exact term(s) or condition (s) to which the exception(s) are being taken. These changes shall not be binding on the FAA until fully agreed to by both the FAA and the Offeror and incorporated into the document prior to contract award.

L.11 PREVENTION OF OTHER FORMS OF HARASSMENT (MAY 2002)

CLA.4551

(a) 'Harassment', as used in this clause, means any verbal, written, graphic, or physical form of harassment or other misconduct that creates or that may reasonably be expected to create an intimidating, hostile, or offensive work environment based on race, color, religion, gender, sexual orientation, national origin, age, or disability.

(b) It is FAA policy that harassment as defined in paragraph (a) above will not be tolerated or condoned in the FAA workplace. It is also FAA's intent to effectively address inappropriate conduct.

(c) The Contractor agrees to support this policy in performing work under this contract, and that harassment in any form will not be tolerated in the FAA workplace.

(d) If the Contractor, or a subcontractor of any tier, subcontracts any portion of the work under this contract, each such subcontract shall include this provision.

(e) The Contractor shall take whatever corrective action it deems necessary to promptly address harassment in the FAA workplace, or on an FAA site. The Contractor agrees to immediately provide the Contracting Officer all relevant information pertaining to any such conduct, and notify him/her of its planned action.

(f) The Contracting Officer may require the Contractor to remove employee(s) from the FAA worksite that the Contracting Officer deems to have engaged in harassment as defined in paragraph (a) above.

(g) Any FAA action under subsection (f) above does not relieve the Contractor of its liability or obligations under the Civil Rights Act of 1964, or any other applicable law or regulation.

3.2.2.3-20 Electronic Offers (July 2004)

(a) The offeror (you) may submit responses to this SIR by the following electronic means **email** (followed by mailed copies). Your offer must arrive at the place and by the time specified in the SIR.

(b) Electronic offers must refer to this SIR and include, as applicable, the item or sub-items, quantities, unit prices, time and place of delivery, all representations and other information required and a statement specifying the extent of your agreement with all the FAA's (we) terms, conditions, and provisions..

(c) We may decline to consider electronic offers that do not include required information, or that reject any of the terms, conditions and provisions of the SIR.

(d) We reserve the right to make award solely on the electronic offer. However, if the CO requests, you must promptly submit the complete original (hard copy) signed proposal.

(e) Send your offer electronically to **avis.franklin@faa.gov**

(f) If you chose to sent your offer electronically, we will not be responsible for any failure attributable to transmitting or receiving the offer.

3.2.2.3-38 Requirements for Cost or Pricing Data or Other Information (July 2004)

Offerors (you) may submit certificates of current cost or pricing data (CCCPD) or you may request an exception to this requirement. Depending on the option you use, you must submit either the CCCPD shown in paragraph (e) of clause 3.2.2.3-39, "Requirements for Cost or Pricing Data or Information - Modifications" (the clause) or request an exception consistent with the information in the clause. Any information in the clause regarding the CCCPD or the exception that is relevant to an offer is incorporated into this provision.

(End of provision)

3.2.2.3-38 Alternate I Requirements for Cost or Pricing Data or Other Information (February 2009)

(c) Submit the cost proposal electronically by **Compact Disk (CD)**

(End of provision)

3.2.2.3-38 Alternate II Requirements for Cost or Pricing Data or Other Information (February 2009)

(a) The FAA does not require cost or pricing data.

(b) The offeror must provide the following information:

- ☐ The Offeror's CD shall, as a minimum break out cost associated with each Contract Line Item (CLIN), totals for the base year and each option year, and provide information on basis or development of the unit price (Fixed Hourly Rate). Cost/price information shall provide visibility of the calculations utilized to derive the proposed rates/costs applicable to each CLIN. In addition to the number of pages set forth in Table 1 above, the offeror may include supporting documentation (DOL, market info, material quotes, price lists etc.) used to develop the proposed cost/price information (if applicable).

3.2.4-1 Type of Contract (April 1996)

The FAA contemplates award of an **Indefinite Quantity/Indefinite Delivery contract (with Fixed Hourly Rates, and Cost Reimbursable pricing arrangements per CLIN)** resulting from this Screening Information Request.

3.9.1-3 Protest (November 2002)

AS A CONDITION OF SUBMITTING AN OFFER OR RESPONSE TO THIS SIR (OR OTHER SOLICITATION, IF APPROPRIATE), THE OFFEROR OR POTENTIAL OFFEROR AGREES TO BE BOUND BY THE FOLLOWING PROVISIONS RELATING TO PROTESTS:

(a) Protests concerning Federal Aviation Administration Screening Information Requests (SIRs) or awards of contracts shall be resolved through the Federal Aviation Administration (FAA) dispute resolution system at the Office of Dispute Resolution for Acquisition (ODRA) and shall be governed by the procedures set forth in 14 C.F.R. Parts 14 and 17, which are hereby incorporated by reference. Judicial review, where available, will be in accordance with 49 U.S.C. 46110 and shall apply only to final agency decisions. A protestor may seek review of a final FAA decision only after its administrative remedies have been exhausted.

(b) Offerors initially should attempt to resolve any issues concerning potential protests with the Contracting Officer. The Contracting Officer should make reasonable efforts to answer questions promptly and completely, and, where possible, to resolve concerns or controversies. The protest time limitations, however, will not be extended by attempts to resolve a potential protest with the Contracting Officer.

(c) The filing of a protest with the ODRA may be accomplished by mail, overnight delivery, hand delivery, or by facsimile. A protest is considered to be filed on the date it is received by the ODRA.

(d) Only an interested party may file a protest. An interested party is one whose direct economic interest has been or would be affected by the award or failure to award an FAA contract. Proposed subcontractors are not "interested parties" within this definition.

(e) A written protest must be filed with the ODRA within the times set forth below, or the protest shall be dismissed as untimely:

(1) Protests based upon alleged improprieties in a solicitation or a SIR that are apparent prior to bid opening or the time set for receipt of initial proposals shall be filed prior to bid opening or the time set for the receipt of initial proposals.

(2) In procurements where proposals are requested, alleged improprieties that do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested not later than the next closing time for receipt of proposals following the incorporation.

(3) For protests other than those related to alleged solicitation improprieties, the protest must be filed on the later of the following two dates:

(i) Not later than seven (7) business days after the date the protester knew or should have known of the grounds for the protest; or

(ii) If the protester has requested a post-award debriefing from the FAA Product Team, not later than five (5) business days after the date on which the Product Team holds that debriefing.

(f) Protests shall be filed at:

(1) Office of Dispute Resolution for Acquisition, AGC-70,
Federal Aviation Administration,
800 Independence Ave., S.W.,
Room 323,
Washington, DC 20591,

Telephone: (202) 267-3290,
Facsimile: (202) 267-3720; or

(2) other address as specified in 14 CFR Part 17.

(g) At the same time as filing the protest with the ODRA, the protester shall serve a copy of the protest on the Contracting Officer and any other official designated in the SIR for receipt of protests by means reasonably calculated to be received by the Contracting Officer on the same day as it is to be received by the ODRA. The protest shall include a signed statement from the protester, certifying to the ODRA the manner of service, date, and time when a copy of the protest was served on the Contracting Officer and other designated official(s).

(h) Additional information and guidance about the ODRA dispute resolution process for protests can be found on the ODRA Website at <http://www.faa.gov>.

(End of provision)

3.1-1 Clauses and Provisions Incorporated by reference (December 2005)

This screening information request (SIR) or contract, as applicable, incorporates by reference the provisions or clauses listed below with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make the full text available, or offerors and contractors may obtain the full text via Internet at:
<http://conwrite.faa.gov> (on this web page, select "Search and View Clauses").

3.2.2.3-1	False Statements in Offers (July 2004)
3.2.2.3-6	Submittals in the English Language (July 2004)
3.2.2.3-11	Unnecessarily Elaborate Submittals (July 2004)
3.2.2.3-12	Amendments to Screening Information Requests (July 2004)
3.2.2.3-13	Submission of Information/Documentation/Offers (July 2004)
3.2.2.3-14	Late Submissions, Modifications, and Withdrawals of Submittals (July 2004)
3.2.2.3-16	Restricting, Disclosing and Using Data (July 2004)
3.2.2.3-17	Preparing Offers (July 2004)
3.2.2.3-18	Prospective Offeror's Requests for Explanations (February 2009)
3.2.2.3-19	Contract Award (July 2004)
3.6.2-15	Evaluation of Compensation for Professional Employees (April 1996)
3.13-4	Contractor Identification Number - Data Universal Numbering System (DUNS) Number (April 2006)

PART IV - SECTION M EVALUATION FACTORS FOR AWARD

M.1 GENERAL

(a) *The FAA shall conduct evaluation of each offerors' proposal to determine the low price, technically acceptable offeror. The proposal is defined as the Offeror's written submission. **The Government will consider, throughout the evaluation, the "correction potential" of any proposal uncertainty. The judgment of such "correction potential" is within the sole***

discretion of the Government. If an aspect of any offeror's proposal not meeting the Government's requirements is not considered correctable, the offeror may be eliminated from the competitive range.

(b) The SIR will be reviewed for completion, and eligibility will be confirmed by review of the offeror's SEDB/8A Small Business Certification letter.

(c) The Technical proposal will be evaluated to determine if the Offeror is acceptable or not acceptable.

(d) The Cost Proposal will be evaluated for realism and reasonableness of rates/costs. Proposals that are unbalanced as to price may be rejected. An unbalanced proposal is one that is based on prices significantly less than cost for some work and prices that are significantly overstated for other work of a similar nature. Prices that are unrealistically low or unreasonably high may be indicative of the Offeror's lack of understanding of the work effort or the ability to perform the contract, and may be cause for rejection of the proposal. Price analysis will be conducted based upon total proposed total price including options price.

(e) A past performance survey will be issued and evaluated to assess a confidence rating factor.

(f) The Contract shall be awarded to the 8a certified, responsible offer whose proposal is technically acceptable and whose price is the lowest priced proposal received subject to the requirement of price realism, reasonableness and completeness.

M.2 TECHNICAL EVALUATION

(a) The FAA will evaluate the technical proposal to ascertain the Contractor's capability as represented by the responses submitted for the factors below. All factors are equally important and each factor/subfactor must be addressed as requested in sufficient detail (logical and clear) to enable the evaluators to arrive at a sound determination that the capability exists to meet the PWS requirements. The rating of "Satisfactory" or "Unsatisfactory" will be assigned to each factor. Failure to submit a "technical proposal" that is determined to be "satisfactory" will eliminate the offeror's from further evaluation (cost, and/or past performance consideration) and from award. A technical response that does not meet the definition(s) below will be considered unsatisfactory:

❑ FACTOR 1: TECHNICAL CAPABILITY

The FAA will assess this factor to identify key discriminators that will contribute to satisfactory performance.

Requirements: To get a "Satisfactory" the offeror's proposal must identify each of the subfactor (1.1, 1.2, 1.3) the study/research examples in sufficient detail that the evaluation can determine that the offeror has accomplished and addressed each of the following items in their proposal submittal: (failure to meet 100% shall result in an "unsatisfactory" determination).

1.1 Offeror's must identify one (1) contract that represent Research of same or similar type and value conducted in the past three (3) years for Organizational Surveys (online-paper). The submittal must:

❑ Identify the Agency, Dollar value of each contract, point of contact/title, email address, and phone number.

❑ Provide the Research Project Title and detailed description of the study/research (what, why and expected outcome/results)

❑ Submit an example of products utilizing **Snap Survey and Statistical Package for the Social Sciences (SPSS)** resulting from the research.

1.2 Offeror's must identify one (1) contract that represents Research conducted in the past three (3) years related to Human Factors in Aviation. The submittal must:

❑ Identify the Agency, Dollar value of each contract, point of contact/title, email address, and phone number.

❑ Provide the Research Project Title and detailed description of the study/research (what, why and expected outcome/results).

- ☐ The offeror must provide an outline of which tools, or combination of use tools for the research

1.3 Offeror must identify one (1) contract that represents research conducted in the past (3) years that is related to General Aviation and/or Air Traffic Control related tasks as described in the PWS requirements. The submittal must:

- ☐ Identify the Agency, Dollar value of each contract, point of contact/title, email address, and phone number.
- ☐ Provide the Research Project Title and Detailed Description (what, why and expected outcomes/results).
- ☐ Submit an example of products that incorporate management of the research data via databases utilizing Visual C++, Visual Basic Dot Net and Web Development Tool, Microsoft Word, Excel, PowerPoint, Access and Adobe Acrobat Professional.*

B. FACTOR 2: UNDERSTANDING THE PWS REQUIREMENTS AND STAFFING

The FAA will assess this factor to identify the offeror's understanding of the requirement, and validate resources to meet the PWS requirements.

Requirements: To get a "Satisfactory" the offeror's proposal must identify and address each of the following items in their proposal submittal in sufficient detail for the evaluation team to determine it can meet the requirements outlined in the PWS and estimated hours in Schedule B: (failure to meet 100% shall result in an "unsatisfactory" determination).

- ☐ Identify the proposed level of expertise/experience (skills sets) for Staff, Subject Matter Experts to meet the PWS requirements.
- ☐ Submit a draft transition plan supporting "work in progress" outlining key factors required for a smooth transfer of ongoing research.

C. FACTOR 3: PROJECT MANAGEMENT AND QUALITY CONTROL

The FAA will assess this factor to identify the offeror's understanding and experience in Project Management for Human Factors Aviation Research contracts and monitoring of quality assurance.

Requirements: To get a "Satisfactory" the offeror's proposal must identify and address each of the following items in their proposal in sufficient detail for the evaluation team to determine it can meet the requirements outlined in the PWS and Schedule B: (failure to meet 100% shall result in an "unsatisfactory" determination).

- ☐ Submit One (1) Example of experience as Project Manager for project tasks of the same/similar type and value (include what, why and expected outcome/results) outlined in the Project or Contract.
- ☐ Submit the Resume for the Project Manager and include experience, education, and Training.
- ☐ Describe the Project Manager's commitment to this project (evidence of current Internal resource or pending employment), and supervisory authority that will be designated for CAMI PWS task requirements
- ☐ Submit a draft plan for monitoring quality; define the Project Manager role in Monitoring of the Quality Control Plan, and corporate responsibilities.

M.3 PRICE ANALYSIS

(a) Cost/price proposals of all offerors and all associated subcontracts over \$50,000 will be reviewed, but not numerically scored, for the base period and all option periods. **NOTE:** For overall evaluation of the proposals, price evaluation will be conducted on all CLINs except travel. The price/cost proposals in support of all items identified in Section B will be reviewed for realism of cost, reasonableness of allocation, completeness, and total cost. Specifically, the FAA will assess each cost/price proposal to ensure that data provided is sufficient to allow complete price analysis and evaluation of proposed prices and includes all information required by Section L of the RFO. If reasonableness of price is not determined through adequate price competition, then the FAA will may require the review of rationale and supporting data to establish the reasonableness of proposed elements of cost.

(1) Completeness - Review of the proposal to ensure data provided is sufficient to allow complete analysis and evaluation of proposed costs and includes all information as requested in Section L, Provision L.2, Paragraph (e).

(2) Reasonableness - Review of rationale and data supporting elements of cost included in the proposal.

(3) Realism - Overall review of proposal cost elements and estimating methodologies employed to determine whether the resulting prices are realistic based on the performance described.

(b) Proposals (whether initial or revised submissions) which are unreasonably low may be eliminated from further competition on the grounds of the Offeror's failure to comprehend contract requirements.

(c) An Offeror's proposal price will be determined by multiplying the actual/estimated quantity times the Fixed Hourly Rate for the CLIN and totaling the product of the calculation for all priced CLINs and all option periods to arrive at a total estimated contract value.

(d) For CLIN 1.0 Phase-in, Phase-out, cost information shall be not separately priced but included in the rates provided for technical support.

(e) Price will be evaluated based on total contract cost for all CLINs.

M.4 PAST PERFORMANCE AND RISK ASSESSMENT

References are requested as part of the technical proposal. The burden of providing thorough and complete references and experience rests with the offeror. The FAA will issue Past Performance Surveys to the references provided in the offeror's technical proposal, and the references will be asked to rate the offeror's performance in accordance with the IAW the following rating scale:

- ☐ Exceptional — Offeror's performance considerably surpassed minimum requirements of the contract.
- ☐ Highly Acceptable — Offeror's performance exceeded minimum requirements of the contract.
- ☐ Acceptable — Offeror's performance met and/or surpassed the minimum requirements.
- ☐ Marginally Acceptable — Offeror's performance was less than minimum requirements.

Upon completion and receipt of the past performance surveys the FAA will assign an overall confidence rating based on the ratings listed below. **When the lowest total price is equal among technically acceptable offerors, the award decision will be determined by the offeror with highest confidence rating.**

- ☐ High Confidence
- ☐ Confidence
- ☐ Little Confidence
- ☐ No Confidence